

Customer Service Report for the Network Branch



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 7:16:01 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Accounts											
Access/Login	3	0	0	23	0	0	4	2	0	20	8
Account Lockout	0	0	0	1	0	0	0	0	0	1	0
Deactivate/Close	1	0	0	167	0	0	1	163	0	4	0
Edit Account	0	0	0	2	0	0	0	0	0	2	0
Password Reset	0	0	0	1	0	0	0	0	0	1	0
Register/Open	3	0	0	279	0	0	0	278	0	4	0
Application Support											
COTS-InternetExp-GenInfo	1	0	0	0	0	0	0	0	0	1	10
General Info	0	0	0	2	0	0	0	0	0	2	0
Specialized Application	0	0	0	42	0	0	0	0	0	42	0
Web Apps-Request	0	0	0	1	0	0	1	0	0	0	0
Web Apps-Troubleshoot	0	0	0	2	0	0	2	0	0	0	0
Back Office Support											
Active Directory	0	0	0	7	0	0	0	0	0	7	0

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Add Entry	1	0	0	0	0	0	0	0	0	1	2
Backup/Restore	1	0	0	0	0	0	1	0	0	0	0
Configuration	1	0	0	0	0	0	0	0	0	1	8
Permissions/Shares	4	0	0	11	0	0	1	1	0	13	1
CIT Categories											
LISTSERV	33	0	0	0	1	0	2	27	0	3	13
Conference Room Support-Equipment Setup											
Equipment Setup	0	0	0	3	0	0	0	0	0	3	0
Connectivity											
Data lines	1	1	0	2	0	0	1	1	0	2	10
General Info	6	0	0	2	0	0	0	4	0	4	9
TCP/IP	16	0	0	4	1	0	4	3	1	11	6
Email											
Exchange Email	0	0	0	2	0	0	0	0	0	2	1
MS Outlook	1	0	0	3	0	0	0	1	0	3	1
General Information											

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Directions	0	0	0	1	0	0	0	0	0	1	0
Hardware											
General Info	0	0	0	1	0	0	0	0	0	1	0
Servers/Maint	1	0	0	0	1	0	0	0	0	0	0
Local LAN											
LocalLAN/Connectivity	276	1	0	43	11	0	71	50	2	186	4
LocalLAN/General Info	30	0	0	6	0	0	4	3	1	28	4
LocalLAN/Upgrade	0	0	0	2	0	0	1	0	0	1	0
NIHnet											
Chronic-Access	0	1	0	0	0	1	0	0	0	0	0
Chronic-NIH Customer	0	0	0	1	0	0	1	0	0	0	0
Chronic-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	10
Chronic-Remote Access VPN	1	0	0	0	0	0	0	0	0	1	6
Chronic-Wireless	0	1	0	0	0	0	0	0	1	0	0
Closet Access-LAN	12	1	0	0	0	3	0	0	8	2	4

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Closet Access-Telecom	2	1	0	0	0	0	0	1	1	1	9
HazCon-Access	0	1	0	0	0	1	0	0	0	0	0
HazCon-DMZ	0	2	0	0	0	0	0	0	2	0	0
HazCon-NIH Customer	0	1	0	0	0	0	0	0	1	0	0
HazCon-Other	0	2	0	0	0	0	0	0	2	0	0
Impairment-Access	3	2	0	1	0	1	0	0	4	1	6
Impairment-DMZ	0	1	0	0	0	1	0	0	0	0	0
Impairment-FACnet	0	3	0	0	0	0	0	0	3	0	2
Impairment-NIH Customer	3	2	0	0	0	1	0	0	3	1	10
Impairment-Other	7	4	0	1	0	0	1	0	10	1	10
Impairment-Remote Access VPN	1	0	0	0	0	0	0	0	1	0	5
Impairment-Wireless	4	3	0	1	0	0	2	0	5	1	10
Inquiry	15	10	0	4	0	3	5	3	13	5	5
Maintenance-Access	0	1	0	4	0	1	1	0	1	2	0
Maintenance-Distribution	0	1	0	1	0	0	1	0	1	0	0

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Maintenance-DMZ	0	1	0	0	0	1	0	0	0	0	0
Maintenance-Facilities Power	53	0	0	0	6	1	0	30	16	0	8
Maintenance-FACnet	0	2	0	0	0	1	1	0	0	0	0
Maintenance-NIH Customer	0	2	0	1	0	1	1	0	1	0	0
Maintenance-Other	38	6	0	2	9	5	1	27	2	2	5
Maintenance-Remote Access Parachute	1	0	0	0	0	0	0	0	0	1	6
Maintenance-Sterling CIT Data Center	1	1	0	1	0	0	0	0	2	1	0
Maintenance-Vendor	0	1	0	0	0	0	0	0	1	0	0
Maintenance-Wireless	0	3	0	2	0	3	1	0	1	0	0
Network NMS-Device Config Backup	0	4	0	0	0	1	0	0	3	0	10
Network NMS-NMS Element Manage	0	2	0	4	0	0	0	0	6	0	1
Network NMS-NMS Element Un-manage	0	1	0	0	0	1	0	0	0	0	0
Network Sec-Firewall	1	3	0	33	0	3	18	0	1	15	0

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Network Sec-Other	2	20	0	3	0	1	1	0	21	2	0
Network Sec-Router ACL	0	1	0	0	0	0	0	0	1	0	0
Network Sec-Server Scans	1	0	0	0	0	0	0	0	0	1	20
Outage-Access	5	3	0	0	0	0	1	0	7	0	14
Outage-Bldg 12 Data Center	0	4	0	0	0	1	0	0	3	0	4
Outage-Core	0	2	0	0	0	0	0	0	2	0	0
Outage-FACnet	4	10	0	0	0	0	0	0	14	0	5
Outage-NIH Customer	2	6	0	0	0	1	0	2	5	0	9
Outage-Other	11	11	0	0	0	0	2	4	15	1	13
Outage-Sterling CIT Data Center	0	2	0	0	0	1	0	0	1	0	2
Outage-Wireless	1	10	0	0	0	2	0	1	7	1	5
Server Support-DNS	2	0	0	5	0	0	0	2	0	5	5
Server Support-Listserv	1	0	0	0	1	0	0	0	0	0	0
Server Support-Other	7	0	0	2	0	0	2	0	0	7	2

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Server Support-TACACS	0	1	0	3	0	3	0	0	1	0	0
Service Prov-Bldg 12 Data Center	4	0	0	0	0	0	4	0	0	0	0
Service Prov-FACnet	2	0	0	1	0	0	2	0	0	1	0
Service Prov-IP Address Admin	7	0	0	1	0	1	1	0	1	5	8
Service Prov-Other	9	1	0	0	0	1	1	1	2	5	12
Service Prov-Port Add	89	0	0	5	1	12	7	4	48	22	6
Service Prov-Port Change	25	0	0	4	0	3	1	0	23	2	5
Service Prov-Remote Access Parachute	1	0	0	0	1	0	0	0	0	0	0
Service Prov-Remote Access VPN	18	0	0	0	0	0	0	16	0	2	5
Service Prov-Sterling CIT Data Center	1	0	0	0	0	0	0	0	1	0	2
Service Prov-Wireless	2	0	0	3	0	0	1	0	2	2	4
NIHNet											
Network NMS-Device Config Backup	0	2	0	0	0	1	0	0	0	1	8

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Security											
General Info	1	0	0	3	0	0	2	1	0	1	2
Unix Support											
Unix Support	0	0	0	2	0	0	0	0	0	2	0
Web Site Issue (non-CIT)											
Inaccessible	4	0	0	1	0	0	0	3	0	2	9
Wireless Services											
WN/Configuration/Setu p	3	0	0	6	0	0	3	0	0	6	12
WN/Request	1	0	0	0	0	0	0	0	0	1	17
WN/Troubleshoot	6	0	0	0	0	0	0	5	0	1	11
Grand Total:	731	138	0	702	32	56	154	634	247	448	4

Total Tickets Closed: 1329

Total Tickets Assigned/Pending/Checked Out: 242

Total Tickets Created: 1571